



## **EVENT SAFETY OFFICER II**

### **DESCRIPTION OF WORK**

General Statement of Duties: Performs general duty security work in Civic Center operations. Serves as the lead officer to ensure a safe environment for patrons, promoters and Civic Center staff.

Supervision Received: Works under general direction of the Events Manager or designated personnel.

Supervision Exercised: May supervise some employees as designated by Manager on duty.

### **ESSENTIAL FUNCTIONS:**

1. Serves as the lead Event Safety Officer on issues with authorities including management and first responders when or if necessary.
2. Monitors and reviews whether safety procedures are being followed and advises the Manager on duty of any action needed.
3. Reports to Manager on duty when appropriate or necessary to initiate the Emergency Action Plan to ensure that the possibility of the serious incident is reduced and/or eliminated and assists first responder as needed.
4. Can be scheduled as the Lead Event Safety Officer during concerts.
5. Provides general security and report any inappropriate actions and safety hazards to Event Manager on duty.
6. Visually searches diaper bags, women's handbags, camera bags and individuals wearing long or bulky coats.
7. Offer assistance to those individuals in need.
8. Performs all duties as described in the Event Safety Officer I duties as listed at the end of this document.
9. Performs other duties of a comparable level/type as required.

Revised: April 2017, January 2010, January 2004

## **MINIMUM QUALIFICATIONS**

**Education and Experience:** Completion of high school, completion of police academy training/correctional officer basic training and one year of law enforcement experience or correctional officer experience. Preference will be given to candidates with supervisory experience.

### **Required Knowledge, Skills and Abilities:**

Ability to meet and greet the general public in a courteous and friendly manner and at times firm yet friendly.

Ability to present oneself in a neat and orderly fashion at all times.

Ability to understand and follow written and oral instructions.

Ability to analyze problems logically and choose effective solutions.

### **The physical activities of this position are:**

Reaching: Extending hand(s) and arm(s) in any direction.

Standing: Particularly for sustained periods of time.

Walking: Moving about on foot to accomplish tasks, particularly for long distances.

Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.

Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

Hearing: Perceiving the nature of sound with no more than a 40 db loss @ 500 Hz, 1,000 Hz and 2,000 Hz with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making the fine adjustments on machined parts.

Repetitive motions: Substantial movements (motions) of the wrists, hand and/or fingers.

The physical requirements of this position are:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

The visual acuity requirements including color, depth perception and field of vision for this position are:

OTHER: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

The conditions the worker will be subject to in this position are:

The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes.

The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level.

#### **DUTIES OF EVENT SAFETY OFFICER I AT THE BISMARCK CIVIC CENTER**

Patron safety is always the #1 priority

Present yourself in a neat and orderly fashion at all times.

Must be courteous and work well with the public. Be firm yet friendly.

Report on time.

The supervisor in charge will get the instructions and area assignments from the Civic Center management on duty.

Keys to the First Aid Room will be checked out to safety officers when they report for duty. These must be returned to Civic Center office when going off duty.

After receiving the assignment or area to patrol, stay in that area unless called to another area for emergencies or trouble.

Be alert! Patrol the area conscientiously. Watch for children running or throwing things and stop them. Make this a continuous effort especially during sporting events. Always check for

vandalism or other mischievous acts (dialing 911 from pay phones). Work with all doorguards/ticket takers and Civic Center personnel.

No smoking is allowed in the facility. Direct people to the upper northeast & northwest doors for smoking.

Offer help to those in need, especially individuals with disabilities.

Report all damage noticed while on patrol to Civic Center management.

Keep moving around in the area you are assigned to. The more visible you are the better. Also, as you move around you will notice what situations need your attention or need to be corrected.

Watch for people blocking doorways, vomitories, and stairways. Ask them to keep these areas clear.

Watch for people bringing alcoholic beverages into the building or drinking in the restrooms.

Always fill out an incident report on any medical emergencies (form are found in the office). Include name, address, phone number, exactly what happened and what you observed, the procedure followed step by step (wet floor, something laying on the floor, running and not watching, etc.)

Keep the walkway and rails by the east and west balcony clear of people just standing – when balcony seats are sold, people standing by rails block the view of people seated in the first few rows of balcony seats.

Assure people stay out of the area restricted for that event (example: public not allowed behind curtains).

Assure no horseplay in the stands and that no one hangs their feet over the back of seats.

Monitor all bathrooms for potential problems.

Keep spectators off the court after basketball games.

Help clear the building after an event.